Warranty Claims Specialist with French

This will be your future role:
An international warranty team seeks a French speaker who would like to start or deepen his/her experience in the warranty validation field by taking up the role of Warranty Claims Specialist providing warranty services to a prominent client within automotive industry. The main objective of the role is the verification and analysis of warranty claims, maintenance of quality and service standards in support of the contracted Service Level Agreement. The role generally entails usage and learning of client-specific software.

Responsibilities:

- Verification of warranty claims based on available information from Dealership (repair center)
- Analysis of external resources (e.g. Technical bulletins, Parts catalogs, Approvals) to support the claim
- Documenting and adding comments (e.g. to return claim back to Dealership to clarify discrepancies)
- Assess warranty claims based on information found

This is what you already have:
Since the opening is an entry level job, we put emphasis on your attitude rather than specific knowledge or experience. We just expect you to:

- Fluent knowledge of French and advanced level of English
- Be willing to learn new things
- Have high school diploma
- Possess good communication skills (be able to build, maintain and enhance professional relationships with clients and others)
- Have Data processing accuracy, be detail oriented, and able to evaluate/research a warranty claim
- Be stress resistant
- Be able to work efficiently within a team
- Have knowledge of warranty processes or mechanical knowledge of machinery (an advantage, not mandatory)
- Be computer literate (Outlook, Excel, Access)
This is what we do in Accenture:
We solve our clients' toughest challenges by providing unmatched services in strategy, consulting, digital, technology and operations. We partner with more than three-quarters of the Fortune Global 500, driving innovation to improve the way the world works and lives. With expertise across more than 40 industries and all business functions, we deliver transformational outcomes for a demanding new digital world.

Accenture Operations combines technology that digitizes and automates business processes, unlocks actionable insights, and delivers everything-as-a-service with our team's deep industry, functional and technical expertise.

See Accenture Operations offices in Prague and meet our colleagues at Proudly.cz

The future is now – are you up for joining the team? Send your CV to:
veronika.langrova@accenture.com